DAS-ITE Retention Policy using Enterprise Vault
3-23-05

This document does the following:
- Provides a description of the current vaulting policy that has been implemented for DAS and current customer agencies.
- Provides an overview of the vaulting process.
- Provides an overview of Enterprise Vault Journaling and an explanation of the ITE policy for journaling.

DAS Vaulting Policy and Retention Categories

While ITE has chosen this policy and vaulting schedule, the Enterprise Vault settings can be customized to meet the requirements of your agency. The ITE vaulting criteria is as follows:

1. Any email in the user's mailbox that is older than six months will be moved to the vault store.
2. Any email in the user's mailbox that is larger than 1 MB and is also older than two weeks will be moved to the vault store.
3. No email in the user's mailbox that is less than two weeks old will be moved to the vault store.

All DAS email moved to the vault store is stored with a Retention Category of Business.
The Business retention category has been set to keep emails forever. However, each user has permission to delete items from their own vault if they choose.

The Vaulting Process

Using the Enterprise Vault Administration Console, a mailbox is enabled for vaulting. Every day at 6:00 p.m. Enterprise Vault will scan all enabled mailboxes on the Exchange server. Enterprise Vault examines the mailboxes in search of items that meet the criteria for vaulting. If an item meets the vaulting criteria, it will be moved off of the e-mail server and into the archive vault. You will still see these items in Outlook, but the icon will change from an envelope to a vault. You can continue to read, reply, and forward items that have been vaulted the same way that you did before this software was implemented.

Enterprise Vault Journaling and the ITE Policy

Enterprise Vault also has a journaling feature that writes a copy of every email sent and received in the Exchange server. The journaling feature allows the ability to retrieve email records if they are requested under the State's open records laws. An additional functional component, the Discovery Accelerator, facilitates search requests made by public and legal entities. This allows for the retrieval of records based on specific search criteria and the ability for legal council or agency representatives to review search results before releasing records to the requestor.

Enterprise Vault journaling provides a means to index and archive all email communications sent and received during a policy-determined timeframe. In the case of ITE's email retention policy, a 180-day archival period is implemented. However, this can be adjusted to meet various customer requirements.